ABSTRACT

[0094]   A method, apparatus, and system are provided for the customers, along

with the host, to have the ability to not only configure and tailor the host knowledgebase,

but also the environment in which the knowledgebase is delivered. According to one

embodiment of the present invention, a configurable architecture may comprise a host

instance, one or more customer instances, a remote configuration engine for a content

factory to deliver data comprising content and associated metadata to the host instance,

which may deliver the metadata to one or more customer instances, and a customer

configuration engine for the customer instance to configure and tailor the data and the

environment in which the data is delivered to the needs and wants of the customer

corresponding to the customer instance.